

1. In this activity, you will consider how the email scenario from the previous activity (Peta and Gilly's checkout challenge) could impact Sauce & Spoon's objectives and key results (OKRs). Start by reviewing the email:
To: Peta (Project Manager)

1 point

From: Gilly (North Location General Manager)

Subject: Customer Survey Results

Hi Peta,

I reviewed the customer survey results from the tablet pilot test launch. From my perspective, one piece of negative feedback stood out from the rest. Several of the customers mentioned they had a negative experience when paying with cash. I believe this is an important issue to resolve because about 10% of our customers pay in cash. I think it may negatively impact the restaurant if 10% of the customers are having a negative experience with the checkout process. This could lead to fewer repeat customers. It could also lead to unenthusiastic word-of-mouth and less than stellar online reviews.

We should come up with a new process to more quickly handle cash payments. I really like the new tablets, but we need a checkout process that works well for both credit card, and cash. Regarding the new process, it would help to make cash more accessible to our wait staff. Currently, they have to go to the bar to access the cash register. We should consider adding a second register by the kitchen. Also, to get ahead of the issue, I think wait staff should ask customers if they're paying with cash or a credit card.

Please let me know how we should proceed with an improved cash checkout process. I think we can figure out something that will work well alongside the new tablets. I'm excited to use the new menu tablets full-time!

Sincerely,

Gilly

General Manager - Sauce & Spoon North Location

Have you read the email?

☐ I have!

2. Review the following list of Sauce & Spoon OKRs. Pick 1-2 OKRs that could be impacted by the problem Gilly describes in the email. Write them in the box below.
- Serve delicious meals and provide an enjoyable dining experience in less than an hour
 - Keep our operating expenses low and our budget precise in order to focus on providing high-quality food
 - Ensure each large investment undergoes an analysis and results in a positive return.
 - Maintain a 4.5 star rating on our review platform
 - Consistently innovate through annual projects, like menu tablets, to give customers a better dining experience
 - Host quarterly employee ideas and feedback night

1 point

What do you think?

Your answer cannot be more than 10000 characters.

3. Select one of the OKRs you chose in the previous question. Then write 1-2 sentences to stakeholder Deanna (the Director of Operations) explaining how the project problem could affect the OKR. Remember, it can be helpful to reference OKRs when communicating with stakeholders about project problems.

1 point

What do you think?

Your answer cannot be more than 10000 characters.